

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-964	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/24/2025
NAME OF PROVIDER OR SUPPLIER COLLEGE LAKES		STREET ADDRESS, CITY, STATE, ZIP CODE 5104 FLATROCK DRIVE FAYETTEVILLE, NC 28311		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	INITIAL COMMENTS An annual and follow up survey was completed on June 24, 2025. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities. This facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients.	V 000		
V 117	27G .0209 (B) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (b) Medication packaging and labeling: (1) Non-prescription drug containers not dispensed by a pharmacist shall retain the manufacturer's label with expiration dates clearly visible; (2) Prescription medications, whether purchased or obtained as samples, shall be dispensed in tamper-resistant packaging that will minimize the risk of accidental ingestion by children. Such packaging includes plastic or glass bottles/vials with tamper-resistant caps, or in the case of unit-of-use packaged drugs, a zip-lock plastic bag may be adequate; (3) The packaging label of each prescription drug dispensed must include the following: (A) the client's name; (B) the prescriber's name; (C) the current dispensing date; (D) clear directions for self-administration; (E) the name, strength, quantity, and expiration date of the prescribed drug; and (F) the name, address, and phone number of the pharmacy or dispensing location (e.g., mh/dd/sa center), and the name of the dispensing	V 117		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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V 117	<p>Continued From page 1 practitioner.</p> <p>This Rule is not met as evidenced by: Based on interviews, record reviews, and observations, the facility failed to ensure all prescription medications were labeled identifying the client's name, the prescriber's name, the current dispensing date, and the name, address, and phone number of the pharmacy or dispensing location. The findings are:</p> <p>Review on 6/24/25 of client #1's record revealed: Date of admission: 3/9/06 - Diagnoses of Autism, Intellectual Developmental Disability, Attention Deficit Hyperactivity Disorder, Seizure Disorder and Citrullinemia. - Physician's order signed and dated 5/8/25 for Levocarnitine Oral Solution (supplement) 1 gram (gm)/10 milliliters (ml).</p> <p>Observations on 6/24/25 at 10:08am of client #1's medications revealed: - A bottle of Levocarnitine Oral Solution 1 gm/10ml with a 10/2026 expiration date. There was no box or no dispensing label on medication documenting client's name, the prescriber's name, the current dispensing date, and the name, address, and phone number of dispensing location.</p> <p>Interview on 6/24/25 client #1 stated: - Staff administered his medications daily.</p>	V 117		

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V 117	Continued From page 2 Interview on 6/24/25 staff #1 stated: - Clients were administered their medications as ordered daily. Interview on 6/24/25 staff #2 stated: - Medications were administered as ordered. - There had been no medication errors. Interview on 06/24/25 the Qualified Professional stated: - The pharmacy delivered the medication without a pharmacy label. - She would contact the pharmacy to get a label for the medication. - Staff administered the medication as ordered on the MAR. - She was aware all medications required a pharmacy label.	V 117		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive manner and free from offensive odor. The findings are: Observation on 6/24/25 at approximately between 9:43am - 10:34am a tour of the facility revealed: - The carpet have various sized, light and dark colored stains throughout the facility. - An approximately 1 1/2 foot (ft) crack in the wall	V 736		

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V 736	Continued From page 3 beside the outlet under the windows in the sitting area; plastered white area under outlet; an approximately 6 inch rectangular shaped hole in the ceiling above the sofa. - The dining area had a square shaped hole in the wall approximately 1 foot in size. - 1 foot crack in the wall behind the plant stand in the sitting area by the couch. - The left side of the hallway had a white plastered area 2 ft in size with an approximately 3 inch hole in it; the right side of the hallway had 3 holes that were approximately 6 inches, 1 foot and 13 inches inside a white plastered area. - Client #2's bedroom walls purple in color with an approximately 3 ft white plastered area in the left side of the bedroom in the corner; a white plastered area to the left of the window by the bathroom that was approximately 1 1/2 ft in size and under the window that was approximately 2 ft in size and square shaped; the left door to the closet was missing a knob and had a sharp screw exposed; the right closet door was missing a knob; the bathroom had a 3 bulb light fixture with no working bulbs; the ceiling light fixture had no globe. - Client #4's window sills had heavy dust. - The hall closet was missing the right side door. - Client #1 had blue walls with an approximately 6 inch hole in the wall above his bed; a white plastered area approximately 2 ft in size under the light switch and an approximately 1 ft plastered area beside the light switch. - The entrance area of the facility had an approximately 6 inch hole behind the door and an approximately 2 inch hole under a white plastered area that was approximately 2 ft in sized. - The dining area had an approximately 2 inch hole inside a white plastered area beside the light switch. - The kitchen cabinet drawer beside the sink on	V 736		

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V 736	<p>Continued From page 4</p> <p>the left side was missing the knob another drawer was missing the front panel; the cabinet to the right of the stove was missing a drawer; there was an approximately 3 inch hole in the wall on the right side of the light switch and an approximately 6 inch hole white plastered area on the yellow wall beside the paper towel dispenser.</p> <ul style="list-style-type: none"> - Client #3's bedroom had a 5 drawer dresser with the 2nd drawer broke; a 1 ft circular shape crack on the right side of the window. - The bathroom with orange walls had an approximately 4 ft large white plastered area with a 2 inch hole beside the toilet; an approximately 3 inch white plastered area with a 2 inch hole; a 6 inch plastered white area above the toilet; a 2 ft white plastered area on the wall beside the paper towel dispenser; approximately 1 inch white plastered area on the wall beside the soap dispenser to the left side of the sink; dark colored residue around the outside wall of the entire shower frame; a unknown pungent odor in the area of the orange bathroom. <p>Interview on 6/24/25 staff #2 stated:</p> <ul style="list-style-type: none"> - She had smelled the pungent odor by the orange bathroom for about a week and she was not sure where it came from. - Sometimes when clients had behaviors they would hit the walls. <p>Interview on 6/24/25 staff #1 stated:</p> <ul style="list-style-type: none"> - Client #1 caused most of the holes in the walls. - Maintenance came to the facility last week but she was not sure what was repaired. <p>Interview on 6/24/25 the Qualified Professional stated:</p> <ul style="list-style-type: none"> - She would have maintenance check for the smell. - Staff followed the work order system of calling 	V 736		

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V 736	Continued From page 5 the office to report issues and the office scheduled maintenance for the repairs. Interview on 6/24/25 the Licensee stated: - The facility would have laminate flooring installed in the facility on the side of the kitchen soon. - The carpet would be taken up in the other areas of the facility to have the hardwood floors exposed and treated by the end of the year. This deficiency has been cited 6 times since the original cite on 2/22/21 and must be corrected within 30 days.	V 736		
V 750	27G .0304(b)(3) Maintenance of Elec., Mech., & Water Systems 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (3) Electrical, mechanical and water systems shall be maintained in operating condition. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to ensure the facility's water systems were maintained in a operating condition. The findings are: Observation on 6/24/25 between 9:43am - 11:34am during a tour of the facility revealed:	V 750		

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V 750	Continued From page 6 -The hot water faucet in client #2's bathroom sink. Interview on 6/24/25 staff #2 stated: - The hot water knob in client #2's bathroom had not worked for a while. Interview on 5/24/25 the Qualified Professional: - Client #2's vanity was being replaced. - Client #2 normally used the hallway bathroom	V 750			